



Policy Name: Refund Policy  
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# Refund Policy

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## 1 PREAMBLE

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SA College of Home Study Pty Ltd (trading as *College SA*) offers distance learning. Therefore, students can continue their studies either part-time or full-time. Our goal is to accommodate and encourage lifelong learning in the South African labour force: employed, unemployed, and discouraged job seekers. College SA is committed to providing distance-learning education that is inclusive and accessible to all learners.

We do recognise that as a result of external factors our student's circumstances can change. We also acknowledge that these changes can influence their ability to start or continue with your studies.

## 2 PURPOSE

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The *College SA Refund Policy* establishes clear guidelines; instructions to be followed when students request a refund.

## 3 SCOPE

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The Policy applies to all students and prospective students at *College SA*.

All employees of *College SA* have to familiarise themselves with the policy, but this policy it is of particular importance to the **Educational Planners and Student Support** as these departments interact with students during the cancellations or refund process.

It is the responsibility of the student to ensure that they are familiar with the regulations and policies relating to conduct, grievances and refunds.

Each student admitted to a programme of study offered by the College, must familiarise themselves and return a signed copy the ***College SA Terms of Registration***.

## 4 PROCESS FOR REFUNDS

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### 4.1 INSTANCES OUT OF WHICH POSSIBLE REFUND TO STUDENTS ARISES:

#### 4.1.1 Instances out of which possible refunds to students arises:

- Cancellations which meet the set criteria as prescribed in the *College SA* Cancellation Policy, available at the following link, <https://www.collegesa.edu.za/assets/Our-Policy/Cancellations.pdf>
- Student paid too much (in error)
- Debit order errors

#### 4.1.2 A student qualifies for a refund when:

- The student meets the requirements as indicated in the Cancellation Policy, available at the following link, <https://www.collegesa.edu.za/assets/Our-Policy/Cancellations.pdf>
- After a reconciliation of the student's account, a credit amount remains on the student's account
- A debit order has been processed in duplicate, in error, or with errors

### 4.2 REFUND PROCESS AND PROCEDURE:

- Refunds will only be made to the party who made the actual payment to *College SA*.
- *College SA's* "Details for Electronic Payment Transfer" available at the following link: [Refund Request Form.pdf](#) form needs to be completed and submitted to [support@collegesa.co.za](mailto:support@collegesa.co.za). This document must be completed by the student and stamped by their bank to make sure the bank details are indeed the students'. (This will ensure that the refund is made to the correct person.)
- If the student has a cheque account, a copy of a cancelled cheque can be attached to the bank document to prove that the bank information is correct and indeed belongs to the student.
- If someone else (not the student) paid for the student's studies, then we shall automatically inform that party, and we shall only pay refund to that party. In such instances the student must provide contact details for the party who paid for the studies. *College SA* will then communicate with that party directly.
- Proof of payment to the *College SA* of the monies from which a refund is requested.